

10-010.G General Child Care Administration

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Program Handbook

The contractor shall provide the client with a Program Handbook that explains important parts of the program. The Program Handbook must be approved by HHSA SPOS Child Care Program.

Complaint Resolution Policy

Contractors shall have a complaint resolution policy included in the Program Handbook that contains the following language:

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Parents/guardians may file complaints with Community Care Licensing when the parent/guardian has a grievance against licensed providers. Community Care Licensing will follow up on any complaints filed against licensed providers. Parents/guardians may file complaints against license-exempt providers with (insert Contractor name). Only complaints received about health and safety noncompliance serious enough to report to Child Welfare Services will be accepted. The provider will be notified by the appropriate Stage 1 Child Care agency when a complaint is filed. The provider has a right to submit a written rebuttal.

(Insert Contractor name) staff is to treat all parents/guardians with courtesy, fairness and respect. (Insert Contractor Name) staff may not engage in any form of discrimination based on sexual orientation, sexual harassment, gender, ethnic group identification, race, ancestry, national origin, religion, political affiliation, marital status, color, or mental or physical disability.

It is the goal of (insert Contractor name) to establish and maintain strong, professional partnerships with parents, guardians, providers and the community; provide excellent customer service; and resolve concerns at the lowest possible level. To this effect, (insert Contractor name) is committed to responding to telephone calls within one working day.

(Insert Contractor name) has established a standardized procedure for documentation, investigation, and resolution of complaints to ensure compliance with state and federal laws and regulations. The complaint shall be investigated and resolved at the lowest level possible. The Program Manager or designee shall ensure employees designated to investigate complaints are knowledgeable about the applicable laws and programs.

- Parents, guardians and providers who are not receiving responses to their inquiries from an employee of (insert Contractor name), or who have concerns about service or treatment, should first contact that employee's supervisor.
- If a supervisor is not responding to inquiries and/or concerns, parents/guardians and providers may call (insert Contractor name) Information Line and ask to speak with the Manager.
- If a parent/guardian or provider is not satisfied with the manner in which the Manager of (insert Contractor name) addressed his/her complaint, he/she may elevate the concern to the County of San Diego, Health and Human Services Agency (HHSA), Child Care Administration by:
 - E-mail: ChildCare.HHSA@sdcounty.ca.gov
 - Mail: County of San Diego
Health and Human Service Agency
1255 Imperial Avenue
San Diego, CA 92101
Attention: Child Care Administration
 - Phone: (619) 515-4225 or Toll Free No. (855) 529-1684

HHSA Child Care Administration also welcomes any positive feedback, employee recognition and/ or suggestions.

**Informing
Notice**

Contractors shall give each new CalWORKs participant an Informing Notice that conforms with [EAS 47-301.1 –47-301.32](#).

Confidentiality

Contractors shall comply with confidentiality requirements in [EAS 47-301.4](#).

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**Compliance
with
Regulations**

Contractors shall comply with all regulations in [EAS Division 47](#), as required in [EAS 47-301.8](#).

Inter-County Transfers

Contractors shall process inter-county transfers according to [EAS 47-310](#)

Appeals

- Contractors shall process appeals according to [EAS 47-420.31 – 47-420.32](#).
 - Contractors shall follow appeals process described in the [CalWORKs Program Guide 10-030 A-I](#)
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Timely Action on Appeals

- Contractors shall provide case records in a timely manner when a case has been requested by HHSA's Appeals section.
 - Contractor staff shall take timely case action, as instructed by the Appeals Hearing Officer.
 - Contractors shall maintain strong management controls to track worker actions to ensure timely transfer of cases and timely case action, as instructed by the Appeals Hearing Officer.
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Child Care Case Transfer Process to Other Sites

When the Welfare-To-Work (WTW)/Refugee Employment Services (RES) case transfers to a different site/region, the process below is used for the Child Care case transfer. The CalWORKs (CW) case drives the transfer process.

Active CW case

When an active CW case is transferred, the WTW/RES and Child Care (CC) cases are transferred to the appropriate office based on zip code. Child Care must retain the case in the current location until the ECM sends the 27-128 Communication form that the WTW/RES case has moved and requests the Child Care case to be sent to the new location.

Transfer Procedures for Sending Region

The Child Care staff in the sending region must take the following steps to transfer the CC case:

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Step	Action
1	Review the case to ensure the most recent 27-128 is filed in the case.
2	<p>Review the 27-128 to ensure it is not ending too soon which would impact the child care payments. If so, CCM shall get an extension before transferring.</p> <p>To ensure continuous services to parent, CC supervisor from sending site may contact CC supervisor in receiving site, if necessary, to address 27-128 concerns.</p>
3	File the following child care provider documentation under

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the Provider Tab of the Child Care case:							
<table border="1"> <tr> <th>If the provider is...</th><th>Then file...</th></tr> <tr> <td>A Licensed Provider</td><td> <ul style="list-style-type: none"> • Parent and Licensed Provider/Licensed Exempt Center Fee Agreement (24-404) or other County-approved form • Provider Rate Sheet • Facility License • W-9 • Copy of provider's Social Security Card (Family Day Care) • Copy of Valid California Driver License or other valid identification (Family Day Care) </td></tr> <tr> <td>A License Exempt Provider</td><td> <ul style="list-style-type: none"> • W-9 • Copy of provider's Social Security Card • Copy of Valid California Driver License or other valid identification • Parent Provider Fee Agreement (24-703) or other County-approved form • Health and Safety Self-Certification (24-726) (non-relative) or other County-approved form • Trustline Clearance Letter (unless exempt) • Statement of Relationship Form (24-778) or other County-approved form • Provider/Parent Birth Certificate proving relationship (if applicable) </td></tr> </table>		If the provider is...	Then file...	A Licensed Provider	<ul style="list-style-type: none"> • Parent and Licensed Provider/Licensed Exempt Center Fee Agreement (24-404) or other County-approved form • Provider Rate Sheet • Facility License • W-9 • Copy of provider's Social Security Card (Family Day Care) • Copy of Valid California Driver License or other valid identification (Family Day Care) 	A License Exempt Provider	<ul style="list-style-type: none"> • W-9 • Copy of provider's Social Security Card • Copy of Valid California Driver License or other valid identification • Parent Provider Fee Agreement (24-703) or other County-approved form • Health and Safety Self-Certification (24-726) (non-relative) or other County-approved form • Trustline Clearance Letter (unless exempt) • Statement of Relationship Form (24-778) or other County-approved form • Provider/Parent Birth Certificate proving relationship (if applicable)
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4	Review the case for eligibility and appropriate documentation.						
5	<p>Write the case information on the "Region To Region Child Care Case Transfer Form" and ensure the transmittal form is attached to front of case folder. Leave the "Received" column blank; this column is for the Receiving region to complete.</p> <p>Note: Regions may send multiple cases using one form.</p>						
6	Ensure the case is being sent to appropriate Region according to zip code.						
7	<p>Enter Case Comments in CalWIN indicating:</p> <ul style="list-style-type: none"> • Date, 						

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	<ul style="list-style-type: none"> • Case reviewed, • Case is being transferred, • Receiving region, • Sending worker. <p>Example: 8/13/10 – Case reviewed and transferred to Central Region. – J. Worker, CU21.</p>
8	<p>Ensure case is scanned out as appropriate using Case Folder Tracking Application (CFTA).</p> <p>In the event CFTA is not available for tracking, enter case information in internal tracking tool. (Date sent, Case Name, Case Number, Receiving Region.)</p>

Procedures for Receiving Region

Child Care staff in the receiving region shall take the following steps:

Step	Action
1	<p>Ensure the Case Folder Tracking Application (CFTA) is updated to the show case is received in the new office.</p> <p>Note: If CFTA is not available for tracking, update internal tracking tool to show the case has been received in the new office (Date Received, Case Name, Case Number, Sending Region).</p>
2	Assign the case to the new worker as “Assigned Additional User” in CalWIN.
3	<p>Enter Case Comments in CalWIN to indicate the date case was received in the new region, and case was assigned to a new Child Care worker.</p> <p>Example: 8/13/10 – Case received in South Region and assigned to ZA44.</p>
4	<p>Write “Yes” in the Received column of the “Region to Region Child Care Case Transfer Form” for all cases received</p> <p>Write “No” on the Received column of the “Region to Region Child Care Case Transfer Form” for all cases not received</p> <p>Complete the bottom of the form (print name/phone number, sign and date); and return the form to Sending Region.</p>

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Actions for Closed CW Cases

The CCM shall take the following steps when the CW case is closed:

Step	Action
1	CCM takes appropriate case transfer action as soon as client notifies of the new address.
2	<p>CCM reviews CalWIN for any other active programs.</p> <p>If another active program is found such as Medi-Cal or CalFresh, CCM shall contact the HHS or Child Care Liaison and request assistance with address change.</p> <p>If no other active program, CCM will notify their supervisor to contact the Child Care Liaison to enter the address change.</p>
3	CCM follows Sending Instructions above. 27-128 is not used in these situations.

Child Care Worker Receives Address Change

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The CCM shall take the following steps upon notification of an address change:

Step	Action						
1	Check the Zip code for appropriate location.						
2	<table border="1"> <tr> <th>If the address is in a region covered by...</th><th>Then...</th></tr> <tr> <td>The same contractor,</td><td>Update the address in CalWIN.</td></tr> <tr> <td>A different contractor,</td><td>Notify Human Services Specialist (HSS) or Employment Case Manager (ECM) of change.</td></tr> </table>	If the address is in a region covered by...	Then...	The same contractor,	Update the address in CalWIN.	A different contractor,	Notify Human Services Specialist (HSS) or Employment Case Manager (ECM) of change.
If the address is in a region covered by...	Then...						
The same contractor,	Update the address in CalWIN.						
A different contractor,	Notify Human Services Specialist (HSS) or Employment Case Manager (ECM) of change.						
3	Once WTW case is transferred, proceed with transfer of child care case.						
4	If the CW case is active, follow the steps to transfer the CC case.						
5	If the CW case is closed, follow the steps for a Closed CW case.						

**Client
Inquiries
about Child
Care Services**

When the Child Care Contractor receives inquiries from clients regarding child care services, the Contractor staff shall follow the instructions below.

To ensure full customer service is provided, Contractor staff shall assist in providing appropriate information and shall not automatically refer clients to the ACCESS Call Center.

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If...	Then Contractor Staff shall...
Client has a CalWORKs case in pending status (including pending in San Diego due to Inter County Transfer (ICT) from another county or active in another county)	Inform the customer that once the case is granted, the HSS worker will register and initiate the referral to Employment Services WTW Program. Once the Employment Services WTW Contractor receives the referral, they will schedule the client with an Employment Services worker who will evaluate for child care.
Client's CalWORKs case is approved and client has not received an orientation appointment letter for WTW	Clear CalWIN to ensure a referral was initiated. If so, inform client to allow 15 days to receive the Orientation Appointment letter. If a referral was not initiated and it is after 15 days, refer client to contact the ACCESS Call Center at 1-866-262-9881 or email pubassist.HHSA@sdcounty.ca.gov .
Client's CalWORKs case is active and there is no current Employment Services WTW worker (due to sanction, etc.)	For any updates or corrections to the WTW registration, staff person taking the call shall make an internal communication via email or phone call to the appropriate FRC/WTW Liaison.
Caller is not a current CalWORKs recipient	Refer the caller to contact the Centralized Eligibility List (CEL), if calling to get subsidized child care, by calling 1-800-521-0560, or by referring to www.childcaresandiego.com Refer the caller to the YMCA Child Care Resource and Referral Service if calling to get a provider referral by calling 1-800-481-2151
Caller is calling to	Refer the customer to call Community Care

file a provider complaint	Licensing at 619-767-2200
Client and/or child care provider is calling to inquire about child care payment or child care services	<p>Refer the client and/or child care provider to the appropriate WTW Contractor phone number based on regions as follows:</p> <ul style="list-style-type: none"> • North Coastal, ResCare: (760) 696-9600 • North Inland, ResCare: (760) 871-1900 • Central Region, ResCare: (619) 321-1800 • East Region, Public Consulting Group (PCG): (619) 270-4000 • South Region, Public consulting Group, (PCG): (619) 270-4100

**Stage 1
Child Care
Closed
Provider
/Payment
Files**

Stage 1 Child Care provider files that have been closed or inactive for 12 months may be boxed and sent to the Records Library following the instructions below.

Stage 1 payment files that are filed separately from the provider file shall also be sent to Records Library after 12 months.

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Each Contractor that sends files to the Records Library shall identify a Liaison that shall be responsible for contacting Records Library for:

- Boxes;
- Transmittal sheets;
- Bar code labels;
- Pick-up; and
- Retrieval.

In addition, this Liaison shall:

- Ensure each box is completed appropriately:
 - Records in the same box must have the same destruction date – for example, box up all inactive cases for year 2006 in the same box-therefore every record in that box will be ready for destruction in 2012 (or by Fiscal year).
 - Files shall be boxed in Iron Mountain boxes obtained from Records Library
 - File records shall be placed alphabetically in the boxes

- Each box shall include a sheet showing the folders contained in that box
- Every box shall be listed on the transmittal sheet -- 5 boxes per sheet
- One barcode label shall be placed on each box and the small corresponding label shall be placed on the transmittal sheet
- Track the provider file transmittal sheets internally, and
- Ensure a notation is made in CalWIN to identify in what box number the provider file is located

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Box pickup:

- Prior to pick up, Contractor Liaison shall email the Records Library Liaison the completed transmittal sheets
- Records Library Liaison shall arrange to pick up the boxes for storage at the Records Library
- Records Library Liaison shall enter the box information into Documentum Records Manager (DRM)

File Retrieval:

- Contractor Liaison shall send an email to the Records Library Liaison when a file folder is requested. The following information shall be included in the email:
 - Folder Number
 - Folder Name
 - Box number for folders to be pulled

Provider Files Destruction Date:

- Records Library Liaison shall add Stage 1 Child Care Closed/Inactive Provider Files to the HHSA Record Retention Schedule
- Retention time is 6 years
- The "Date Range From & To" on the Transmittal Sheet will determine the destruction date
- When the boxes meet their destruction date, the Records Library Liaison shall complete Form AUD100 for destruction, and forward to Eligibility Operations Child Care Program for a signature.

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**Required
Reports**

Contractors are required to submit monthly child care reports to HHSA Eligibility Operations.
See [Processing Guide 10-010.G1 Required Reports](#)